

Workplace recovery checklist.

It's easy to assume people can work away from their current office. But there are many other factors to consider: how long can they do it for? How secure is it? Is there capacity for high volumes of people, data and hardware?

This checklist will help you assess how much support you need.



Choosing the right location

1. Proximity to current locations

Are there good transport links for staff and visitors?

Is there sufficient parking for staff and visitors?

During certain incidents such as a power cuts and evacuations, is the location far enough away from the existing office to not be impacted by the same event?

2. Size, capacity and availability

Are there enough seats, desks and offices at the single location or will you need to agree additional space elsewhere?

How readily available will the office be for your staff and visitors?

Have other companies also contracted with the site to accommodate them during an incident of their own? – you may need to invoke at the same time, reducing the space for your organisation.

3. Budget

Have you confirmed your budget for additional space?

Confirm the cost per capita, desk and room over time.

Confirm the costs for use of equipment.

4. Dedicated vs. syndicated seating

Do you need dedicated seating for year round access (more expensive) or syndicated seating for first come first served access – competitors or local organisations may also have a contract (less expensive)?

5. Physical and Non-physical security

How safe are the premises and what security measures are being taken to protect staff and information?

6. Mailing facilities

Will you be able to effectively redirect post to the new location?

7. Reliability during an incident

Will the location be willing to run exercises with you to validate recovery assumptions such as recovery time, equipment, access etc.



Staff requirements

1. Team motivations

Will staff be happy and motivated to work from the new location?

Do your staff need to be together or can they work remotely elsewhere?

Is the new location as accessible for staff and will they be happy to travel there?

2. Staff reimbursements

How will staff be reimbursed for additional costs incurred through additional travel, sustenance, parking, child care, longer hours etc.

Will there be a specific expense policy for relocated staff?

3. Staff security

Is there appropriate support for staff on site at all times?

4. Staff working from home

Does your organisation need to do a home risk assessment and security check?

Will you create a working from home policy?

Do they have the minimum IT (software, hardware, capacity and connectivity) requirements to complete their roles?

How will they be reimbursed for any additional expenses?

Will they be provided with home support and equipment?

Confirming your numbers

1. Space and seat number requirements

Have you confirmed your critical and priority departments and activities to recover?

Do you know which ones you need to prioritise over a period of time?

Confirm the roles and number of people needed to perform these activities over different periods of time.

How many could work from an alternate location (e.g. home)?

2. Requirements over time

Critical time periods may impact your numbers and priorities at different times e.g. recurring deadlines, end of month activities, reporting etc. – consider how your needs will change depending on when the incident may happen.

3. Dependent activities and departments

In larger organisations, many departments and activities may be interlinked and dependent on each other – consider how this affects the numbers of people needed along the process flow.

4. Senior leadership and/or crisis management teams

Is there an additional requirement for rooms dedicated to senior leadership or crisis management teams throughout the incident?

Technology requirements

1. IT systems

Which systems are needed to support the activities and people?

How quickly do the systems need to be recovered to support the activities and people?

Can you get access to the recovery site quickly enough to meet this need?

Who will be responsible for the set up and installations?

2. Hardware

Which hardware is required for the activities and staff?

How quickly can the hardware be provided or sourced upon invocation to meet your recovery needs?

Are there 24/7 power generators to support equipment and staff?

3. Telecommunications

Who are the providers, can that be negotiated and what are the associated costs?

Confirm the internet connectivity, speed and capacity for your activities.

How will you redirect phone lines and numbers?

Regulatory requirements (for larger organisations)

1. IT systems

How will the location meet your regulatory obligations?

- Information security
- Physical security
- Speed of recovery for customer focussed activities
- Privacy
- Storage, archiving and data sensitivity
- Health and Safety at Work.



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